ABSTRACT OF THE DISCLOSURE

A system and method for routing telephone calls is based on identifying caller goals, and maximizing the benefit of routing the call to the appropriate call center. The appropriate call center is identified as the call center best equipped to respond to the

5   needs of the caller. The cost or benefit is based on the fastest and least expensive way to answer a query posed by a caller. A probabilistic model of the caller's goals or call topics based on a response to a top-level prompt is used, along with a set of functions associating a utility or benefit with routing those call topics to destinations within the center. Maximum benefit routing allows for the separation of the caller's goals from

10   those of the call center, thereby optimizing use of available resources.